GOVERNMENT OF INDIA
DRINKING WATER AND SANITATION
LOK SABHA

UNSTARRED QUESTION NO:3522
ANSWERED ON:23.03.2017
Grievances Redressal System for NRDWP
Sreeramulu Shri B.

Will the Minister of DRINKING WATER AND SANITATION be pleased to state:

(a) whether the Government has launched a Grievances Redressal System under National Rural Drinking Water Programme(NRDWP);
(b) if so, the details thereof;
(c) the details of the grievances received in this regard from various States including Karnataka during each of the last three years and the current year, State-wise; and
(d) the steps taken by the Government for speedy redressal of above grievances during the said period?

Answer

MINISTER OF STATE FOR DRINKING WATER AND SANITATION
(SHRI RAMESH CHANDAPPA JIGAJINAGI)

(a) to (d) Under National Rural Drinking Water Programme (NRDWP), grievances related to Rural Drinking water supply can be lodged at the link provided in the website of the Ministry of Drinking Water & Sanitation. As execution of Rural Drinking Water supply is done by the State Governments, all such grievances are forwarded to the State Governments for taking appropriate corrective action. The status of such grievances are constantly monitored in the Ministry.

The details of grievances received in this regard from various States including Karnataka as on date is at Annexure. In addition, grievances relating to rural drinking water supply can also be lodged at the Central Public Grievance Redress and Monitoring System (CPGRAMS) created by Department of Administrative Reforms and Public Grievances, Government of India. Further, complaints, received in this Ministry physically through letters, are forwarded to the concerned State Governments for redressal. The status of all the grievances received in the Ministry are monitored by a dedicated Cell created for this purpose in the Ministry.